PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT NCDOT RAIL DIVISION for the Month of NOVEMBER 2015

Kidership						
	FFY16 NOV	FFY15 NOV	Δ	FFY16 YTD	FFY15 YTD	Δ
Carolinian	24,066	24,920	-3%	51,480	53,160	-3%
Piedmont	15,111	15,384	-2%	29,357	32,467	-10%
Total	39,177	40,304	-3%	80,837	85,627	-6%
Number of Trains Average Number of Passengers per Train						
FFY16 NOV	FFY15 NOV	Service		FFY16 NOV	FFY15 NOV	Δ

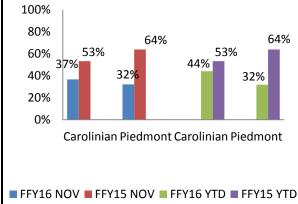
Number of Trains		Average Number of Passengers per Train			
FFY16 NOV	FFY15 NOV	Service	FFY16 NOV	FFY15 NOV	Δ
60	60	Carolinian	401	415	-3%
118	120	Piedmont	128	128	0%

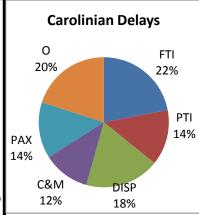
Revenue

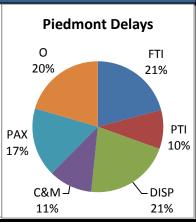
	FFY16 NOV	FFY15 NOV	Δ	FFY16 YTD	FFY15 YTD	Δ
Carolinian	\$1,542,557	\$1,614,300	-4%	\$3,063,847	\$3,163,286	-3%
Piedmont	\$329,304	\$325,330	1%	\$630,562	\$681,734	-8%
Total	\$1,871,861	\$1,939,630	-3%	\$3,694,409	\$3,845,020	-4%
Amenities	Mo. Surcharge	\$20,589	Mo. Expense	\$1,941	Mo. Surplus	\$18,648

November 2015 service modifications and annulments impacted ten Piedmont trains. On November 3, Trains 74 and 75 were annulled to accommodate CATS work, which was cancelled too late to reschedule the trips. In addition, on November 9 and November 16, Piedmont Trains 73 and 75 terminated at Kannapolis and Trains 74 and 76 originated there. In November 2014, no Piedmont or Carolinian trains were annulled. Additional disruptions for PIP project work may continue to occur as necessary. Average gasoline prices were \$2.20/gallon in November 2015 vs. \$2.95/gallon in November 2014 (EIA Weekly Retail Gasoline for Lower Atlantic region), and are expected to continue to

On-time Performance







*Carolinian and Piedmont delays were 7,764 and 4,568 minutes, respectively. FTI - Freight Train Interference; PTI - Passenger Train Interference; DISP - Dispatch Related; C&M - Construction, Maintenance; PAX - Any Passenger Related; O - All Other Delays (e.g. weather, mechanical). Carolinian trains arriving within 20 minutes and Piedmont trains within 10 minutes of schedule are considered on time.

Overall Customer Statisfaction				
FFY16 OCT FFY15 YEAR-END				
Carolinian	81%	75%	6%	
Piedmont	87%	90%	-3%	

*The customer satisfaction index (eCSI) is calculated from rider survey data conducted on line and is for one month prior to the current report month. Overall satisfaction is defined as average scores greater than or equal to 80. Customer satisfaction goals for FFY 2015 were 79% for the Carolinian and 90% for the Piedmont; and for FFY 2016 are 77% for the Carolinian and 91% for the Piedmont. Overall October eCSI for all Amtrak services was 80%.

North Carolina City Pairs with Largest Ridership				
	Carolinian	Piedmont		
1	Charlotte - Raleigh	Charlotte - Raleigh		
2	Raleigh - Washington	Charlotte - Durham		
3	Charlotte - Durham	Charlotte - Greensboro		
4	Durham - Washington	Charlotte - Cary		
5	Greensboro - Washington	Greensboro - Raleigh		
6	Greensboro - Raleigh	Durham - Greensboro		
7	New York - Raleigh	Cary - Greensboro		
8	Charlotte - New York	Charlotte - HighPoint		
9	Cary - Washington	HighPoint - Raleigh		
10	Charlotte - Washington	Kannapolis - Raleigh		

^{*}Of the ten city pairs with the highest ridership, from the previous FFY month New York-Raleigh had the largest increase of 5% and Greensboro - Raleigh the largest decrease of 27% for the Carolinian; Kannapolis - Raleigh had the largest increase of 37% and Greensboro - Raleigh the largest decrease of 14% for the Piedmont.

Raieign the largest decrease of 14% for the Fledmont.					
Carolinian and Piedmont Total Ons-Offs at North Carolina Stations					
	FFY16 NOV	FFY15 NOV	Δ		
Charlotte	14,896	15,104	-1%		
Raleigh	10,317	10,522	-2%		
Greensboro	8,932	9,291	-4%		
Durham	7,144	7,357	-3%		
Cary	5,110	5,160	-1%		
High Point	2,605	2,964	-12%		
Wilson	2,455	2,555	-4%		
Burlington	2,301	2,040	13%		
Kannapolis	1,873	1,584	18%		
Salisbury	1,745	1,836	-5%		
Rocky Mount	1,367	1,418	-4%		
Selma-Smithfield	608	591	3%		

^{*}The values represent passenger ons and offs at North Carolina stations for only state-supported routes and do not include those of other Amtrak services. The values should not be construed as total ridership.

North Carolina Train Host Association				
FFY16 NOV FFY16 YTD				
Train Host Volunteer Hours 1,048 2,249				



Simple and stress free.

